

TO: ALL RJRT E-MAIL USERS

1/28/96

SUB: Company E-MAIL Security Policy and Retention Processes

From: Marvin R. Martin

A new Company Policy on electronic mail (E-MAIL) security will be implemented effective 1/29/96 to help manage the continued growth of electronic communications. Additionally, a new process has been implemented to support the cost-effective storage and capture of E-MAIL documents potentially covered by current litigation hold requirements. This new process is described in the attached Policy.

One of the most important points covered by the E-MAIL Security Policy deals with the retention of items potentially covered by current litigation hold requirements. **It is the responsibility of each user to:**

1. Develop a clear understanding of which mail documents should potentially be retained for litigation purposes, and
2. Consciously decide each time you "SEND" any E-MAIL item authored by you whether a copy of the item should be copied to the litigation account as explained in the attached policy, and
3. Consciously decide each time you "RECEIVE" an E-MAIL item from a sender outside the Company whether a copy of the item should be forwarded to the litigation account as explained in the attached policy.

Please note, for purposes of this Policy, a sender outside the Company includes all individuals other than those employed by RJRT.

The following documents have been prepared to help each employee develop a clear understanding of the new Policy and E-MAIL retention methods:

1. Company Policy on E-MAIL Security (Attached).
2. Litigation-retention, instruction publications are available as follows:
 - a. Microsoft Mail / PC - In RJRPUBS under topic "Litigation Retention Publications".
 - b. All-In-1 - In System-Wide Drawer labeled "Litigation Retention Pub's".
 - c. Office Vision/DISOSS - In PUBS application labeled "Litigation Retention Publications".
 - d. PS/PC - In PUBS application labeled "Litigation Retention Publications".
 - e. XcelleNet/RemoteWare (Dial-in users) In main menu labeled "Litigation Retention Pub".
 - f. Microsoft Mail / MAC - In PUBS application labeled "Litigation Retention Publications".

For litigation retention questions, contact your department management or the Law department (Ron Bianchi 0670 or Tom McKim 3348 in Winston-Salem). Contact the Hotline for routine E-MAIL usage questions.

NOTE: Each new E-MAIL user will receive this documentation package in the future.

NOTE: The following banner screen will be displayed at each logon to any Company E-MAIL system to reinforce the importance of proper E-MAIL retention:

NOTICE

COPY THE RECIPIENT NAMED RETAIN (cc: RETAIN) FOR ANY E-MAIL DOCUMENT THAT SHOULD POTENTIALLY BE RETAINED BASED ON THE COMPANY'S CURRENT LITIGATION HOLD REQUIREMENTS. DIRECT QUESTIONS TO YOUR DEPT. MGMT. OR THE LAW DEPT. (RON BIANCHI-0670 OR TOM MCKIM-3348 IN WINSTON-SALEM)

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RJRT Electronic Mail (E-MAIL) Security Policy # 0106-003 - Effective 1/29/96

I. DEFINITIONS:

DATA Ownership: R.J. Reynolds Tobacco Company is the sole owner of all Corporate data, information, and ideas created in the course of conducting its business. The Company, either explicitly or implicitly, empowers employees, agents, vendors, and contractors to act as users, guardians and custodians of Corporate data to ensure the efficient management and processing of business transactions. Such individuals are referred to as Data Owners.

Electronic Mail is defined as an electronic method of sending, receiving, and filing information between Data Owners using computer systems. This policy extends to all Company-provided computer systems.

Company refers to R.J. Reynolds Tobacco Co. (RJRT)

Target audience includes Data Owners of the RJRT E-MAIL systems (ALL-IN-1, Microsoft MAIL, Office Vision/MVS, DISOSS, and RemoteWare).

II. POLICY:

Conformance with Company Policy - E-MAIL message content must conform to all Company policies and practices including, but not limited to, those relating to equal employment opportunity, harassment, and the safeguarding of proprietary information. E-MAIL messages should never be used for personal business that is contrary to business purposes (e.g., chain letters).

Privacy - The information contained within E-MAIL messages is company property. Data Owners should have no expectation of privacy with respect to E-MAIL message content. The Company reserves the right to access and retain all E-Mail.

Information Protection - Each company Data Owner is responsible for documents stored under their control. These documents may reside in file cabinets, on PC workstations, or on network storage devices. Each Data Owner is responsible, per Company policies, for data confidentiality, integrity, retention (to include litigation holds and compliance with existing preservation orders), and access authorization (Reference Computer Based Information and Data Access Policy #01-06-002 and Records Management Policy # 01-06-005).

Effective use of Company Resources - The electronic storage of E-MAIL messages is a significant cost item. It is the responsibility of each Data Owner to maintain only those E-MAIL messages required to conduct company business, including conformance with legal, regulatory and/or statutory retention requirements.

Management of E-MAIL Documents - RJRT's electronic mail systems provide two primary functions: 1) Sending and receiving information and 2) filing information for later desktop retrieval. Information sent via E-MAIL generally resides in an 'Inbox' until it is read and filed based on business requirements. To promote the cost-effective usage of the E-MAIL systems at RJRT, the following procedure is in effect:

1. The E-MAIL systems "Inbox", "Read mail", "Sent Mail", and "Wastebasket" files will be **automatically cleared weekly of all information that is over forty-five days** old. If business information needs to be retained for more than 45 days, Data Owners must file the information in their **Private Folders**. **Exception:** Data Owners using **Office Vision/MVS** and/or **RemoteWare** should manually delete documents over 45 days old since no automated delete function is available.
2. Data Owners should periodically **clean-up their Private Folders** to help minimize storage cost and to promote the efficient utilization of system resources. Private Folder space limits will be defined and enforced for each Data Owner where technically feasible.
3. The E-MAIL systems will be **backed up daily**, and if necessary, individual Data Owner files can be **restored for up to ten previous days**. After ten days the backup **tapes will be cleared and re-cycled**.
4. The Company may be periodically involved in investigations or litigation that could require the **extended retention** of documents based on the **subject matter**. Certain departments and groups, as designated by the Law department, are under direction to save documents potentially covered by current litigation hold requirements. A **separate E-MAIL account named "RETAIN"** has been established for the extended retention of these documents and related attachments. The **following procedure must be followed** to ensure that the Company can promptly, accurately, and completely respond to litigation-related document requests:
 - **At each logon** to an E-Mail system, litigation-retention instructions will be displayed on a banner screen.
 - For any document **sent** by a Data Owner covered by the retention criterion, the Data Owner must key or select **"RETAIN"** as a cc recipient of the document. If any document, covered by the retention criterion, is **received** from a sender outside the Company, the Data Owner must forward the document to **"RETAIN"**.
 - Data Owners must make every reasonable effort to ensure that all pertinent and complete information is sent to the RETAIN account. If there is any **question** as to whether or not a document should be saved--**SAVE OR FORWARD** the mail item to **"RETAIN"**.